

SPO ALERT

Date: April 5, 2017

To: State Agencies and Cooperative Members

From: State Procurement Office

Re: **Award of:** *Call Center Services*

Resultant Contract:

Contracts Number	Vendor Name	Effective
ADSP017-166134	Maximus Human Services, Inc.	04/05/2017
ADSP017-166135	ValorIT	04/05/2017
ADSP017-166136	Gatestone & Co. International Inc.	04/05/2017
ADSP017-166137	Peckham, Inc	04/05/2017
ADSP017-166138	Xerox SLS (Conduent SLS)	04/05/2017
ADSP017-166139	Contact One Call Center Inc.	04/05/2017

Description:

This contract provides Call Center Services, which in general terms includes services associated with Service Desk and Business call centers, such as answering inbound calls and e-mail requests. The Awarded vendors provide On-site, off-site and telework options providing technical and non-technical agents who speak, English, Spanish and who are bilingual.

Summary of Results:

Cost savings will become apparent once task orders are negotiated based on the specific needs of the utilizing entity.

If there are any questions, please feel free to contact Charlotte Righetti, CPPB, CTNS, *State Procurement Manager* at (602) 542-9127 or charlotte.righetti@azdoa.gov.